

FIG. 1

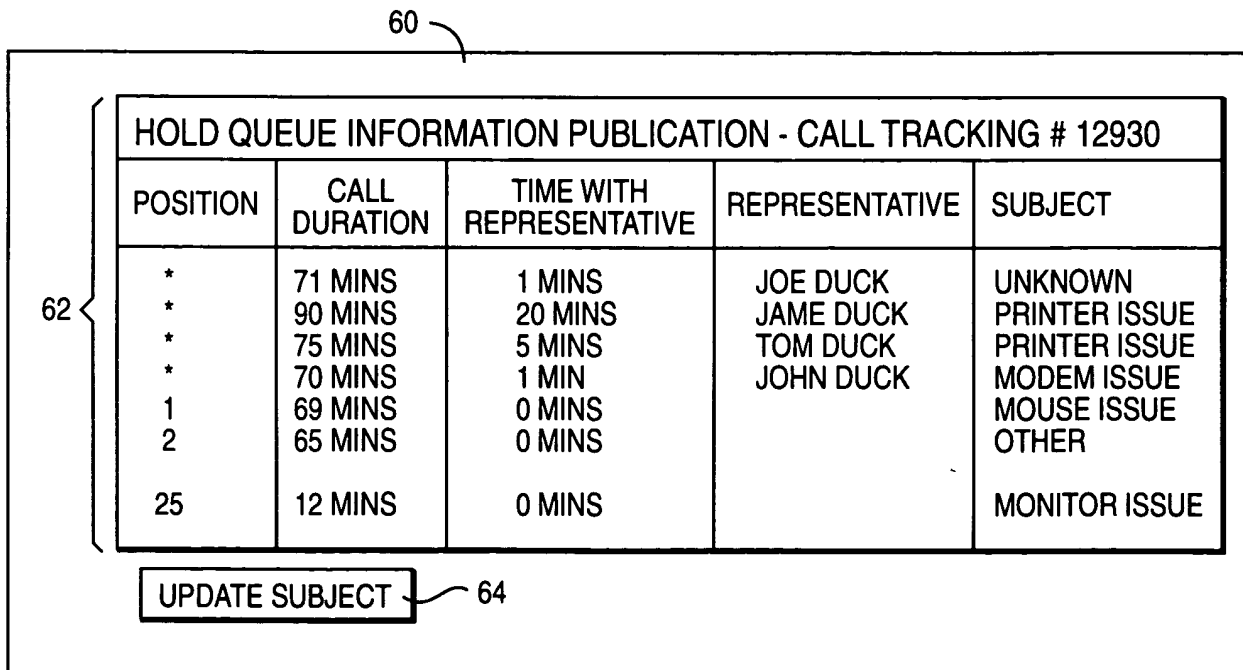
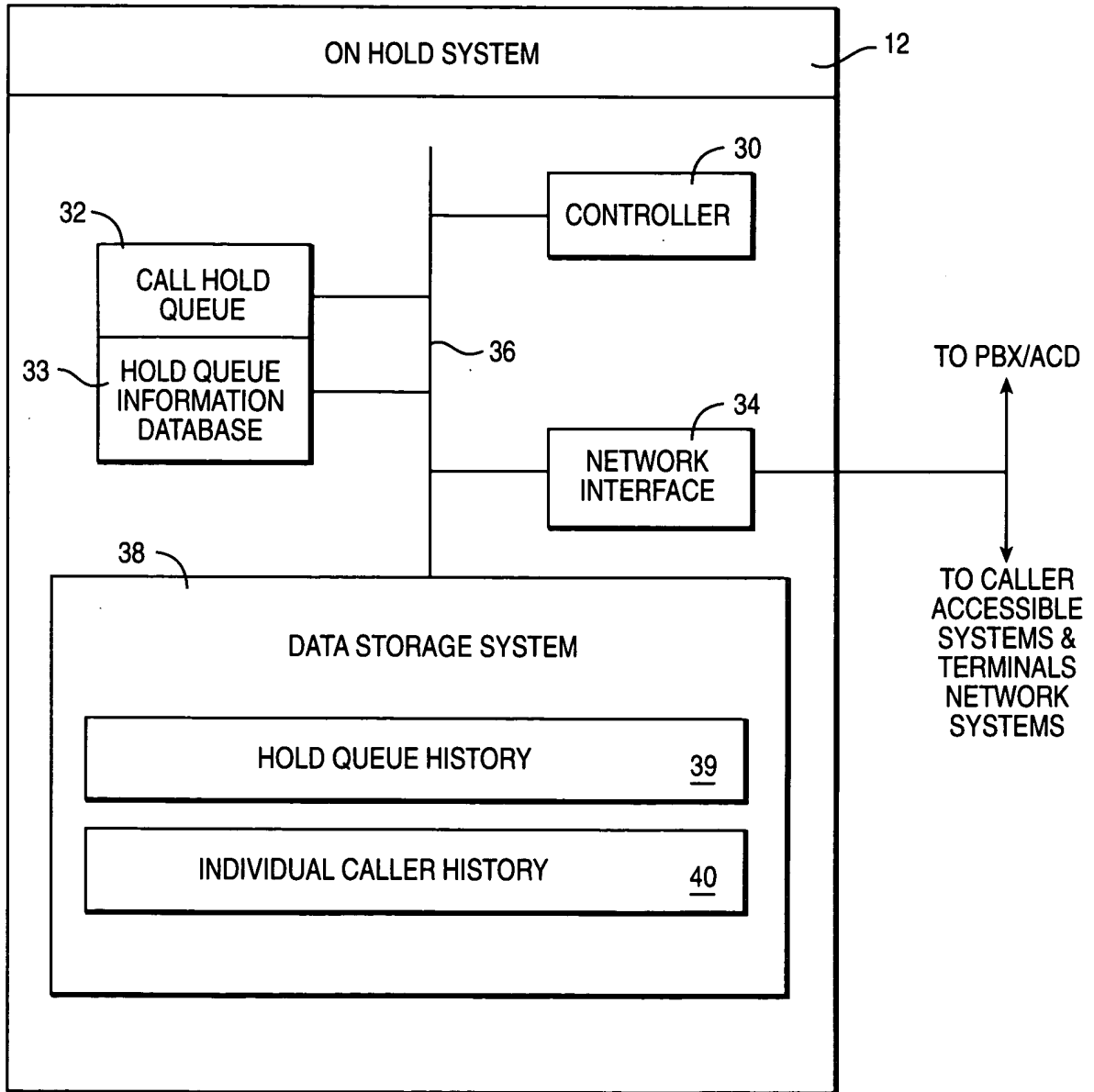


FIG. 4



**FIG. 2**

**HOLD QUEUE INFORMATION MENU TRANSCRIPT**

**XYZ SERVICE**

**TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1**

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1  
FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40  
AVERAGE TIME IN HOLD QUEUE TODAY : 70 MINUTES  
CONSULTANTS ON DUTY : 5  
CALL DURATION : 12 MINS  
YOUR POSITION : 25  
YOUR ESTIMATED WAIT TIME : 125 MINS  
TIME LEFT TO CLOSE OF BUSINESS : 240 MINS  
YOUR TRACKING NUMBER IS : 12930  
YOUR TOTAL TIME ON HOLD : 5 MINS  
ON-LINE WEB SITE : WWW.XYZSERVICE.COM  
PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS : PRESS OR ENTER 3

YOUR TRACKING NUMBER IS : 12930  
ON-LINE WEB SITE: WWW.XYZSERVICE.COM

FOR EMAIL : PRESS OR ENTER 4  
FOR INSTANT MESSAGING : PRESS OR ENTER 5

ENTER YOUR NETWORK IDENTIFIER AND ENTER #

[TRANSMIT EMAIL OR INSTANT MESSAGE]

**TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2**

SELECT FROM ONE OF THE FOLLOWING SUBJECTS  
PRINTER ISSUE : PRESS OR ENTER 1  
MODEM ISSUE : PRESS OR ENTER 2  
MOUSE ISSUE : PRESS OR ENTER 3  
MONITOR ISSUE : PRESS OR ENTER 4  
OTHER HARDWARE ISSUE : PRESS OR ENTER 5  
UNIDENTIFIED ISSUE : PRESS OR ENTER 6

**FIG. 3**

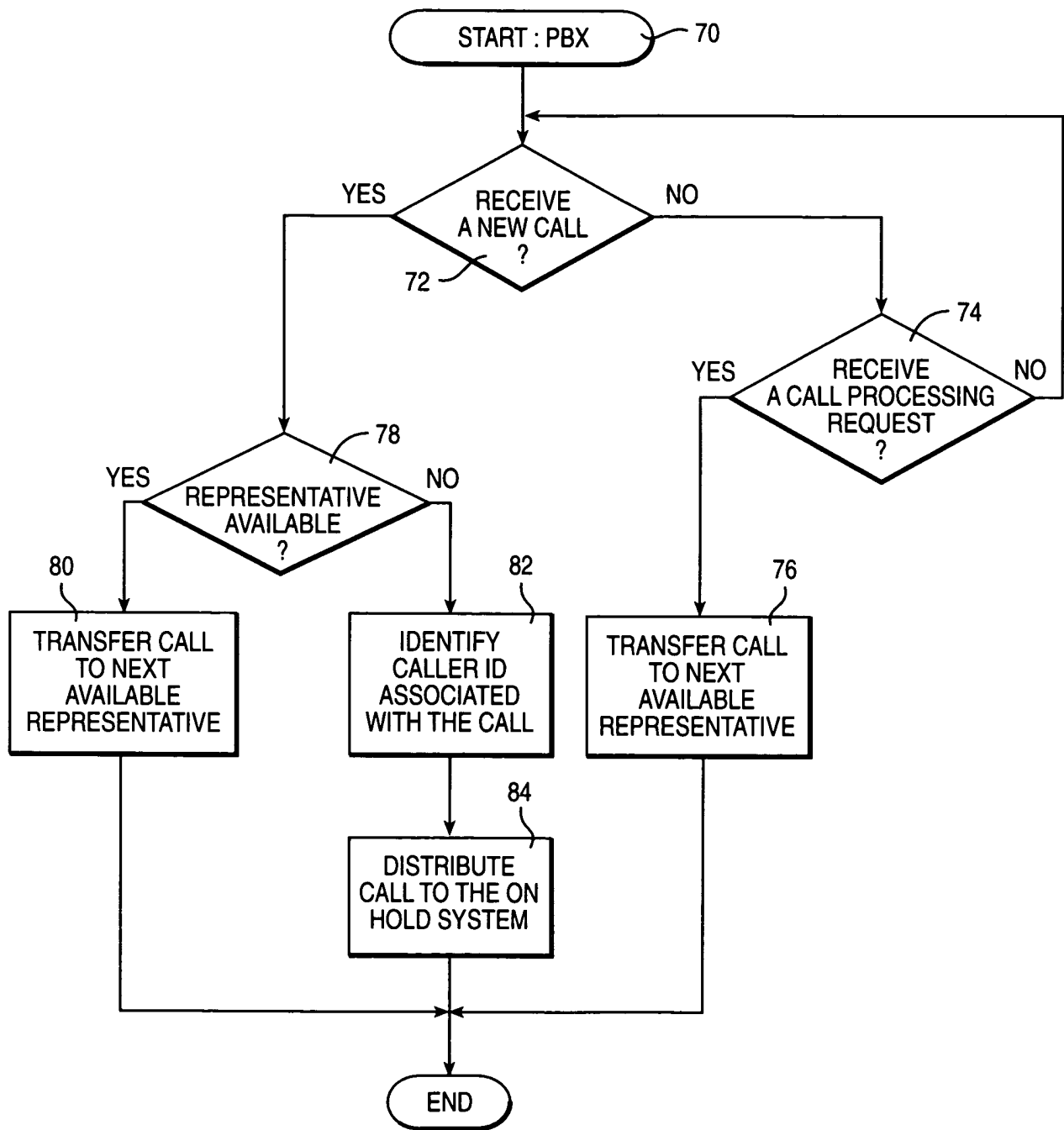


FIG. 5

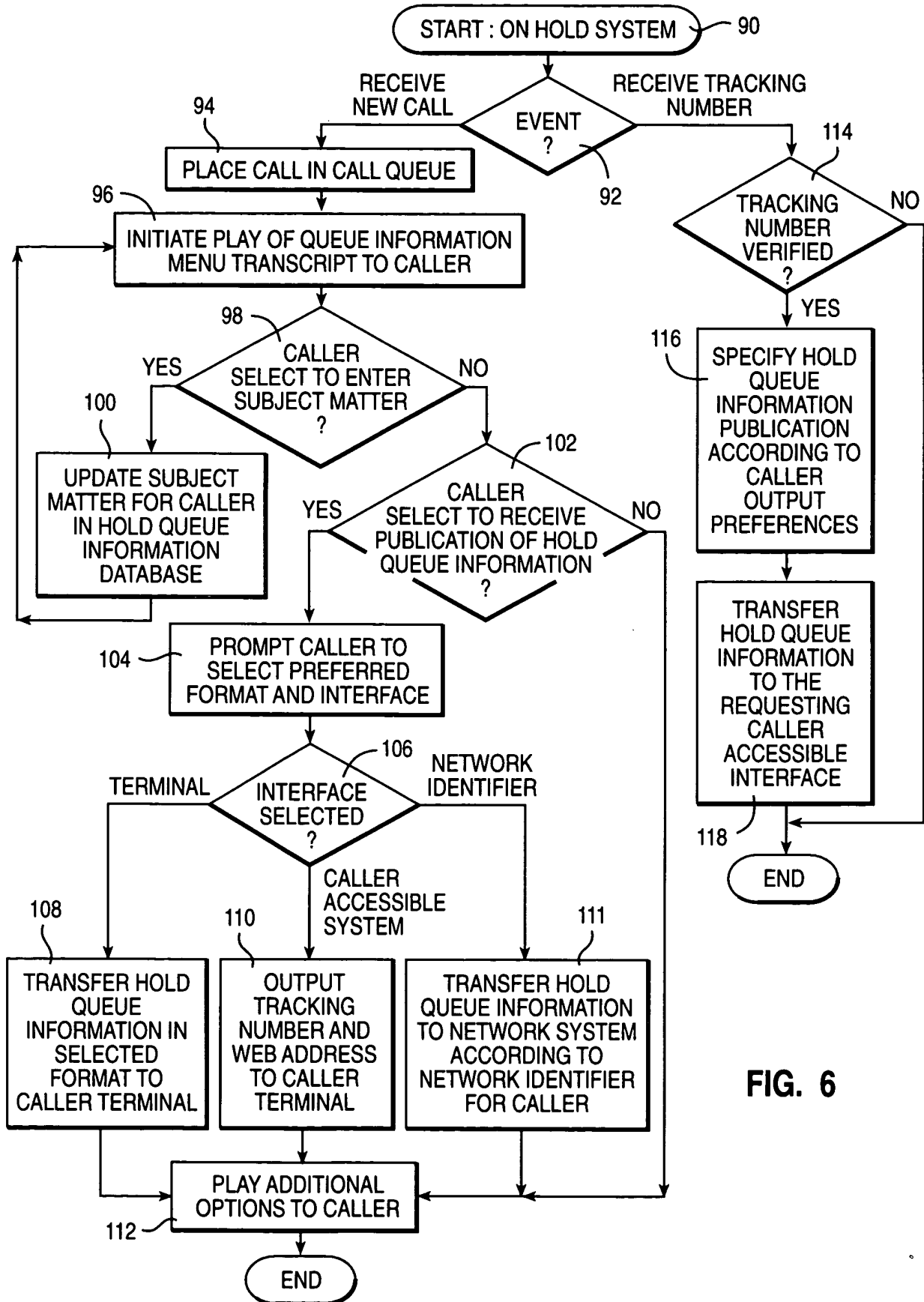


FIG. 6